



MAY 2017
FLSA: NON-EXEMPT

RECREATION COORDINATOR

DEFINITION

Under general supervision, assists in the development, coordination, implementation and marketing of all recreation activities and provides supervision of part-time, contract personnel and volunteers and enforces all rules and regulations pertaining to the safety and well-being of the patrons and visitors at the facility. Will also handle administrative duties including but not limited to providing information and assistance to the public regarding departmental operations and activities. Evenings and weekends may be required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from Recreation Manager. Assists with supervision of part-time staff.

CLASS CHARACTERISTICS

This is a specialized classification, performing recreation leadership duties in the Recreation Department. Assignments are performed in support of the Recreation Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Answers inquiries, provides information and assists customers at the counter and over the telephone.
- Provides high responsibility and complex staff assistance to the Parks and Recreation Manager and/or their designee.
- Ensures customers receive complete information about programs and activities and any applicable policies and regulations.
- Ensures department personnel policies and procedures are followed.
- Knowledge and use of emergency action plans.
- Operates standard office equipment such as copy machine, computer, calculator, and multi-line telephones.
- Assists with accidents and injuries as directed and completion of proper incident and accident reports in detail.
- Types and proofreads outgoing correspondence for accuracy, completeness, correct English usage, grammar, punctuation and spelling.
- Assists in monitoring and supervising the activities of patrons of all ages at the various sites.
- Presents professional appearance and attitude at all times and maintains a high standard of customer service.
- Maintains good public relations by working cooperatively and professionally with the public and employees.
- Assists with the planning and supervision of City-wide events, which may include occasional evenings and weekend hours.
- Assists the department in purchasing and monitoring supplies and equipment by making recommendations and or suggestions.

- Attends all in-service and staff meeting as scheduled.
- Oversees the work of contract and volunteer staff; plans, schedules, and assigns work; maintains standards, works with staff to correct deficiencies.
- Oversees the recruitment and on-going support of volunteers. Ensures all volunteers provide the appropriate paperwork and pass certain requirements to volunteer for programs.
- Supervises and assigns staff during assigned work shifts.
- Maintains the parks and recreation software.
- Reviews registration applications for completeness; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Produces and distributes marketing brochures, media releases and newsletters including compiling of information, layout and printing.
- Represents and interprets facility operations, schedules, policies and regulations to the public.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Modern office practices, methods, financial programs, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Functions, principles, and practices of recreation services.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, and City staff.

Ability to:

- Assess and prioritize situations while remaining calm and using sound, independent judgment.
- Demonstrate leadership capabilities.
- Interpret, apply and explain policies, procedures, and regulations.
- Ability to oversee, review, and prepare reports related to facility operations.
- Supervise part-time staff, contracted employees and volunteers.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Organize own work, set priorities, and meet critical deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand and follow oral and written instructions.
- Evaluate emergency situations and act decisively and effectively to resolve the situation.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Ability to enthusiastically lead and interact with large groups of children/teens on a daily basis with various activities such as organized games, art projects, outdoor play, etc.,
- Must possess excellent communication and customer service skills.
- Must possess flexibility (ability to work with varying personalities, age groups and work schedules.)

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Graduation from a four year college or university with major coursework in recreation administration, physical education, educational programs or a related field. Bilingual skills are desirable.

Three years leadership experience working in recreation and development of programs, including at least two years in a public sector recreation program is desirable.

Licenses and Certifications:

- Possession of a valid California Driver's License.
- Possession of automatic electronic defibrillator training.
- Possession of First Responder First Aid and CPR Certification.

PHYSICAL DEMANDS

Must possess mobility to work in a recreation and standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds and standing for periods of time at a minimum of 60 minutes at one time.

ENVIRONMENTAL ELEMENTS

Employees work both in an office and open environment with moderate noise levels, cold and hot temperature conditions, and direct exposure to the sun. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.